DOCUMENT RESUME

ED 391 543 IR 055 821

AUTHOR Adams, Mignon S., Comp.; Beck, Jeffrey A., Comp.
TITLE User Surveys in College Libraries. Clip Note #23.
INSTITUTION Association of Coll. and Research Libraries, Chicago, Ill.
REPORT NO ISBN-0-8389-7813-4
PUB DATE 95
NOTE 111p.
AVAILABLE FROM Association of College & Research Libraries, 50 E. Huron Street, Chicago, IL 60611 ($24.95; ACRL members $20.95).
PUB TYPE Guides - Non-Classroom Use (055) -- Tests/Evaluation Instruments (160)

EDRS PRICE Document Not Available from EDRS.
DESCRIPTORS *College Libraries; Higher Education; Interviews; *Library Services; *Library Surveys; *Measurement Techniques; Questionnaires; Research Methodology; Student Attitudes; *User Satisfaction (Information)
IDENTIFIERS Focus Groups

ABSTRACT

This CLIP (College Library Information Packet) offers a compilation of surveys and other methods of inquiry into user satisfaction submitted by college libraries around the United States developed to obtain feedback from the clientele they serve. In April 1995, surveys were mailed to 265 college and small university library directors, and the response rate was 81% (n=214). A complete presentation of the results follows a brief summary. The contents include: (1) general surveys; (2) surveys adapted from other sources; (3) surveys of online services; (4) surveys on specific areas of the library; (5) facilities surveys; (6) focus groups and interviews; (7) reports; and (8) accompanying documents. (BEW)

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